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**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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September 13, 2006

TO: Audit Committee

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **SUNSET REVIEW FOR THE LOS ANGELES COUNTY CHILD
SUPPORT ADVISORY BOARD**

RECOMMENDATION

The Audit Committee recommend to the Board of Supervisors (Board) to extend the Los Angeles County Child Support Advisory Board's sunset review date to December 31, 2011.

BACKGROUND

The Child Support Advisory Board (CSAB), formerly the Family Support Advisory Board, was established by the Board of Supervisors by Board Order 86 on May 20, 1989. The most recent sunset extension was approved in July 2002.

The CSAB is responsible for working with the Child Support Services Department (CSSD) to improve client services and meet the performance standards set by the State and the federal government. In addition, the CSAB reviews issues referred to it by the Board, and reports to the Board on the status of County child support services and on ways to improve the efficiency and effectiveness of CSSD operations.

The CSAB consists of seventeen members as follows:

- Two members nominated by each Supervisor
- Director of the Department of Public and Social Services, or a designee
- Director of the Child Support Services Department
- Presiding Judge of the Los Angeles Superior Court
- Director of the Department of Children and Family Services
- Chief Information Officer

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- State Franchise Tax Board (Ex Officio)
- California Department of Child Support Services (Ex Officio)

Members nominated by the Board should have some familiarity with child support programs and experience in one of the following areas:

- Attorney familiar with family or child support law
- Business and/or finance
- Data processing
- Member of a child support task force
- Aid to custodial parents

The CSAB is required to meet on a monthly basis, and members do not receive compensation. From January 1, 2002 to December 31, 2005 the CSAB held 45 meetings with an average attendance of 10.9 (64%) members per meeting. Estimated support costs of \$1,800 a year are paid by the Executive Office of the Board.

JUSTIFICATION

The following are examples of the CSAB's accomplishments over the evaluation period:

- Collaborated with CSSD management to design a Problem Identification Program to identify and help resolve CSSD case processing problems.
- Participated in a Customer Service Committee that reviewed CSSD's timeliness and effectiveness in handling incoming inquiries and complaints. The results included improved training and phone call response times at CSSD.
- Identified that not all Department of Public Social Services (DPSS) cases that were eligible for child support were being referred to CSSD. The two departments made significant improvements to the referral interface based on the CSAB's problem identification.
- Monitored, reviewed and provided recommendations to CSSD and the Board on the status of federal and State performance improvement measures.
- Submitted semi-annual reports to the Board detailing CSSD's performance, staffing levels, weaknesses and accomplishments.

The CSAB's goals for the next evaluation period are to:

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- Monitor and make recommendations to facilitate the transition of CSSD's collection and disbursement function to the State Disbursement Unit.
- Measure the effectiveness of the Business Process Redesign Program, which is intended to improve case management.
- Work with CSSD to improve the process for locating non-custodial parents' residences.
- Use the data generated by CSSD's Quality Assurance Performance Improvement Unit to identify weaknesses in case processing and recommend changes that could improve child support collections.

Please call if you have any questions.

JTM:MMO:JLS:MR

Attachments

c: Lucy T. Eisenberg, Esq., Chair, Child Support Advisory Board
Philip L. Browning, Director, Child Support Services Department
Sachi A. Hamai, Executive Officer
Jim Corbett, Manager, Commission Services
Robin A. Guerrero, Chief, Board Operations

COMMISSION SUNSET REVIEW
LOS ANGELES COUNTY CHILD SUPPORT ADVISORY BOARD
REVIEW COMMENTS

Mission. (Does the mission statement agree with the Board of Supervisors' purpose and expectations?)

Stated mission is as set forth in the Board order creating the Child Support Advisory Board (CSAB). **CONCUR**

Section 1. Relevance (Is the mission still relevant and in agreement with the Board of Supervisors' purpose and expectations?)

The CSAB continues to work with the Los Angeles County Child Support Services Department (CSSD) to improve customer service and collections, and to meet performance standards set by the State and federal government.

RELEVANT

Section 2. Meetings and Attendance. (Are required meetings held and is attendance satisfactory?)

The CSAB is required to meet once per month. From January 1, 2002 to December 31, 2005, the Commission held 45 meetings and had an average attendance of 10.9 (64%) members. **SATISFACTORY**

Sections 3 and 4. Accomplishments and Results. (Are listed accomplishments and results significant?)

The following are examples of the CSAB's accomplishments over the last evaluation period:

- Collaborated with CSSD management to design a Problem Identification Program to address recurring CSSD case processing problems. The Problem Identification Program allows CSSD staff to identify case processing problems as they arise, and refer these problems to a Problem Identification Workgroup for review.
- Participated in a Customer Service Committee that reviewed CSSD's timeliness and effectiveness in handling incoming inquiries and complaints. The results included improved training and phone call response times at CSSD.

- Requested data to identify whether eligible Department of Public Social Services (DPSS) cases were being referred to CSSD. When the CSAB determined that not all eligible cases were being referred to CSSD, the two departments collaborated and made significant improvements to the referral interface. The Commission continues to monitor ongoing improvements to the referral process.
- Monitored, reviewed and provided recommendations to CSSD and the Board on the status of federal improvement measures outlined in the Current Support Initiative, and State of California improvement measures outlined in the Performance Improvement Plan.
- Submitted semi-annual reports to the Board detailing CSSD's performance, staffing levels, weaknesses and accomplishments. **SIGNIFICANT**

Section 5. Objectives. (Are the objectives compatible with the mission and goals and relevant within the current County environment?)

The CSAB's goals for the next evaluation period are to:

- Monitor and make recommendations to facilitate the transition of CSSD's collection and disbursement function to a State Disbursement Unit.
- Measure the effectiveness of the Business Process Redesign Program, which is intended to improve case management.
- Work with CSSD to improve the process for locating non-custodial parents' residences.
- Use the data generated by CSSD's Quality Assurance Performance Improvement unit to identify weaknesses in case processing, and recommend changes that could result in increased child support collections. **RELEVANT**

Section 6. Resources. (Are the resources utilized by the entity in support of the entity's activities warranted in terms of the accomplishments and results?)

Estimated support costs of \$1,800 per year are paid by the Executive Office of the Board. **WARRANTED**

Section 7. Recommendation.

EXTEND THE SUNSET REVIEW DATE FOR THE LOS ANGELES COUNTY CHILD SUPPORT ADVISORY BOARD TO DECEMBER 31, 2011.

Attachment II

LOS ANGELES COUNTY CHILD SUPPORT ADVISORY BOARD ATTENDANCE RECORD

Commissioner	Nominated by	3/31/02	6/30/02	9/30/02	12/31/02	3/31/03	6/30/03	9/30/03	12/31/03	3/31/04	6/30/04	9/30/04	12/31/04	3/31/05	6/30/05	9/30/05	12/31/05	Totals	% Attended
Number of Meetings per Quarter		3	3	3	3	3	3	3	3	3	3	2	3	3	3	2	2	45	
George J. Glaudys, Jr., Esq.	Molina						1	3	3	2	2	0	1	2	2	1	1	18	60%
Anita Vigil	Molina	0	0															0	0%
Jane Preece, Esq.	Molina	2	2	2	3	2	2	2	1	1	2	1	0	2	0	0	1	23	51%
John O. Murrell	Burke				0	0	3	3	1	1	2	2	2	0	2	1	0	17	47%
Linda Bracklens-Willeit	Burke	2	3	1														6	67%
Paula G. Lefinich	Burke						2	3	2	1	2	0	1	0	2	1	0	14	31%
Julie S. Paik	Burke	3	3															6	100%
Janice Kamenit-Reznik, Esq.	Yaroslavsky																	3	43%
Bethy L. Nordwind, Esq.	Yaroslavsky	2	3	1	3	2	2	2	3	3	3	2	3	3				32	84%
Lucy T. Eisenberg, Esq.	Yaroslavsky	3	3	2	3	3	3	3	3	2	3	1	3	3	3	2	2	42	93%
Maria C. Tortorelli	Knabe				2	0	3	1	2	2	1	2	3	2	2	2	1	23	64%
Laura Rigoli	Knabe	0	1															1	17%
Jean F. Cohen	Knabe	2	3	2	3	2	2	2	2	2	2	2	3	1	3	0	2	33	73%
Reginald Brass	Antonovich	2	1	3	2	2	1	2	3	2	2	1	3	2	2	1	2	31	69%
Susan Speir	Antonovich	3	3	3	3	3	3	3	3	3	3	2	3	3	2	2	2	44	98%
Bryce Yokomizo	Director, DPSS																	2	100%
Margaret Quinn	Director, DPSS	3	3	3	3	3	3	2	3	3	2	2	2	3	3	2		40	93%
Philip Browning	Director, CSSD	3	3	3	3	3	3	2	3	3	3	2	3	3	3	2	2	44	98%
David Jetton	Presiding Judge, LASC	2	3	1	1	2	3	1	2	2	1	1	1	3	3	2	0	28	62%
David E. Sanders, Ph.D.	Director, DCFS							2	3	3	2	2	2	0	0	0	0	14	52%
Marjorie Kelly	Director, DCFS			3	3	3	3											12	100%
Anita M. Bock	Director, DCFS	3	1															4	67%
Jon W. Fullinwider	CIO	3	1	2	1	3	2	2	3	1	1	0	2	2	2	2	2	29	64%
Debbie Strong	Franchise Tax Board	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	2%
Annette Siler	California State CSSD												2	2	3	2	1	10	77%
Nancy Stone	California State CSSD	1	0	1	0	1	1	3	2	2	2	1						14	44%
Totals		34	33	27	30	29	37	37	39	33	33	21	34	31	32	21	20	491	10.9

Average Attendance Per Meeting